



## Second Annual DAS Employee Meeting Evaluation Recap

### 1. How well did the presentation information meet your day-to-day work needs? (N = 57)

Number of Responses	Rating 5=Best 1=worst
5	5
9	4
17	3
10	2
16	1



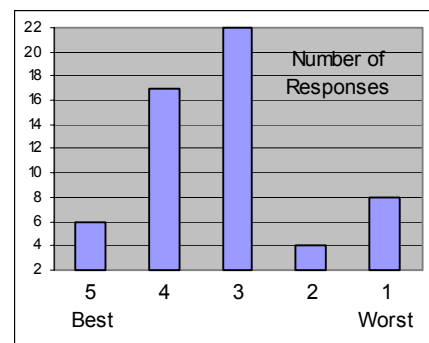
#### Comments

- too long, too complicated
- I am in hopes from group sessions, something will be done
- slides not with speaker
- very little information conveyed, a lot of buzz words
- handouts would have been good, more graphics would make easier to understand
- kind of boring and redundant; good information though
- presentations did not meet my work needs, no mention of problems with I/3
- did not find presentations helpful at all
- agenda did not interest me
- seemed repetitive and not clearly defining what I am expected to do
- should not have been mandatory
- it was a complete waste of time
- I learned so much about DAS, it was great
- would like to be able to refer back to the presentation of materials, please provide
- too long, too redundant
- not at all
- work needs went unmet due to time spent at meeting
- the presentations were not targeted at my day to day work needs, the agenda was more about background information
- meeting did not offer much real information, however, lunch was great social opportunity
- see if employees and management listen to our suggestions or ignore them like usual
- it was nice to hear about the other areas of DAS
- I think the mission statement and DAS goals need to be posted in all work units--I know I can print them for you

- management information was not useful to rank and file employees; general consensus is middle management will not follow through
- presentation was partially informational, Nancy Berggren's portion where she discussed the PDQ was news to many of us
- The feel-good information from other enterprises was not as informational. We all know that there are problems with I3 but there was no mention of the problems that Finance and SAE are facing and what steps are being taken to solve problems. It's the everyday issues that drive the staff crazy. If we can see there is progress being made toward those issues, especially those that affect not only the staff, but our customers and vendors, then we can be supportive of the efforts that are being made
- I appreciated the opportunity for input in the breakout groups. This helps staff understand that each of us has a part to play in making the organization one of excellence

## 2. How useful were the lobby displays (resource table and Wall of Fame)? (N = 57)

Number of Responses	Rating 5=Best 1=worst
6	5
17	4
22	3
4	2
8	1



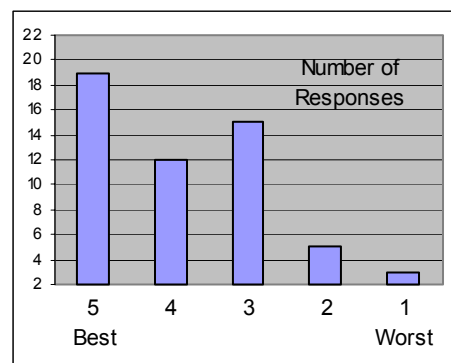
### Comments

- I liked the Wall of Fame and information I was able to get
- Many of the items on the resource table had already been picked up by the time the afternoon group had a chance to look at the resource table. This could be improved by providing more items for the staff to pick up.
- The Wall of Fame was EXCELLENT. It is nice to see that the staff can get recognized for the excellent work they do
- good displays
- Many names were left off the Wall of Fame; that was very upsetting to some
- This was a good idea but had no format, hard to determine where to start
- Did not have much time to review
- Good opportunity to recognize people though I think many more deserve it
- I think it was nice to see my name on the Wall of Fame
- It was nice to see some hard copies instead of being referred to the website; many of us don't have access to the Internet
- It was heartening to see appreciation expressed to our staff and where to find dept related resources
- The Wall of Fame was good. Should move it around between divisions so that everyone can read them. Those comments should be published in the newsletter as well as web site so other departments can read what good things we are doing.
- I enjoyed taking time to look at the Wall of Fame
- Very nice

- Resource table list of web locations of information was great. If read before meeting it would have answered 3 of the questions vocalized in the breakout reports.
- Wall was just kudos and hopefully employees are hearing this first hand from immediate supervisor
- Were displayed neatly
- Did not get to see it till near the end of the second afternoon meeting. All resource handouts were gone
- No greeters to assist and send you in the right direction. There was no explanation as to what the different handouts were. Should have been representatives from DAS work areas to answer questions
- Heard several comments about what was all the stuff taped on the glass. Explanation of Wall for Fame was sparse

**3. How well did the lunch provide a chance to network, meet new people and have fun?**  
(N = 54)

Number of Responses	Rating 5=Best 1=worst
19	5
12	4
15	3
5	2
3	1



**Comments**

- it was great
- the band was great
- the best part of the session
- LOVED the LUNCH
- The staff did a great job preparing the building, decorating, cooking and providing entertainment. Many thanks to the management who dug into their pockets to pay for the meal
- This was a great opportunity to talk to people that I rarely see
- I appreciate the opportunity to connect with those folks that are on the other end of the phone
- The band was good but too loud to make conversation possible
- Good food and fun
- The lunch and party was great
- Very uplifting
- Did not attend
- best part of program
- It was comfortable and provided enough time
- Lunch was great but an hour too long
- Many left before the picture
- I enjoyed seeing faces of people that I usually talk to on the phone
- lunch was good but too long
- music was loud
- I was amazed to have a band, they were so good

- thanks for the free lunch, it was very nice of the managers

**4. Overall, what did you like best about the meeting?**

The band at lunch  
Food and thanks for employee input  
Lunch  
Lunch and music  
Lunch and the opportunity to hear what is happening  
Appreciate management for taking time to keep us informed  
Small group input team reports  
The Wall of Fame was good  
Party was fun with entertainment and favors  
Lunch was a good way to talk to people from other work areas  
All of it  
Meeting people from other parts of DAS  
Effort by management to get all of DAS together  
Being informed on DAS plans and goals  
Wall of Fame and social gathering  
The lunch party

**5. What did you like least?**

Speeches  
Presentations were geared to management not to staff  
Presentations on how we are doing and the agenda  
Pat Deluhery's story  
Presentations were too much  
Speeches were too long and contained little useful information  
The lunch since the hamburgers were late and overdone  
Band too loud  
Group exercise  
Like all of it  
Making this mandatory  
Need questions and answers instead of long talks  
The meeting

**6. What changes should we make for next year's program?**

Have employees talk and say what they do and share stories  
Limit speakers to five minutes  
Give more employee input and commitment to address their suggestions  
Perhaps have the program on two separate days  
Make meeting concise  
Shorter presentations  
Presentations from Enterprises should not be "time filler" or "feel good"  
Tell about challenges and accomplishments and new solutions  
Add what was implemented from suggestions  
Need more exciting information  
Give questions in advance  
None  
Emphasize I/3  
Need meeting within six months for a young department

Pre-address surveys to save time

Shorter meeting time

**Volunteers to work on next year's program:**

Kathy Van Wey

Nancy Williams

Lowell Sneller

Pat Harmeyer

Sue Kaili

Mary Hadd

Jeanette Chupp

**Notes from Employee Input Session**

**1. What new skills do you need to succeed in the new entrepreneurial environment?**

- Finance, budget, SLA development
- Training at all levels
- Flexible in training – not one training for all but focused on persons particular needs
- Regarding enterprise management – what are the desired outcomes and how training will get us to those outcomes – uniformity with the message
- Respect for partners
- More time for knowledge transfer and training
- More equipment
- Training
- Increase morale and pride
- Better communication skills
- Training on equipment

**2. How can we build pride in DAS?**

- Better communication between enterprises - how about an Intranet for DAS
- Treated equally
- Communication – information on what we are doing as a Department; what customer service really means; what are we to do for customer service
- Different work shifts so communication needs to flow across all three work shifts
- So many e-mails – policy on priorities on e-mails.
- Not everyone gets the information at the same time
- Quality of communications
- The past is the past – it is gone. Stand fast and go forward. We will get there in a forward thinking, positive and cost effective way.
- Cash bonus incentive program
- Good positive communication
- Do your job well
- Recognize good work and let everyone know what has been accomplished
- All employees want to do a quality job – recognize and appreciate that
- Standards for goals – don't limit and allow to exceed
- Products and services have an employee tag on it
- Each employee is recognized for their service line

- Post newsletter on bulletin boards
- Cross training and education (i.e. videos on what we do; employee pictures and what they do)
- Do what we say we stand for
- Meet our goals
- 100% PDQ's and evaluation done
- Knowing your individual team goals
- Positive customer relations
- Value the roles
- Team and individual recognition
- Communicate changes and new policies
- Develop quality products and services
- Clear expectations
- Morale is a factor
- Small rewards are more important and appreciated through an e-mail vs. a large pizza party
- Training on equipment
- How management trust employees in DAS
- Employee needs more of a say
- Proper tools
- Leaders should not show favoritism
- Sensitive to employee issues
- Develop good employee relationships – level of pride helps coming to work
- Develop attitude of ownership in our jobs
- Open minded to new ideas to be more efficient

### **3. How can we stop "silo thinking?"**

- Training on what is DAS
- New employee orientation to include what is DAS
- Improve our responses to customer – improve DAS image
- Open up communication
- What enterprise goals are – communicate those across DAS
- Share what is going on more often
- Enterprise staff meetings – invite someone from the other enterprises to share what they are doing and to get to know more people throughout DAS
- Upward thinking, not outward thinking
- Educate on new ways
- Communication up and down
- Improve knowledge of all of DAS operations by communication
- Conscious of contributions to DAS goals
- What do front line people do – knowledge and acknowledge
- Clear goals and roles
- Better communication across Department
- Physical co-location
- COO's to attend and visit the enterprises
- Cross department project teams
- Good impression on DAS as a whole
- Mollie to visit work areas

- Cross functional teams
- Understand what the other enterprises do
- Tours and introduce us to other people
- Lack of knowledge of what other areas do
- Respect for partners
- Cross training and education (i.e. videos on what we do; employee pictures and what they do)